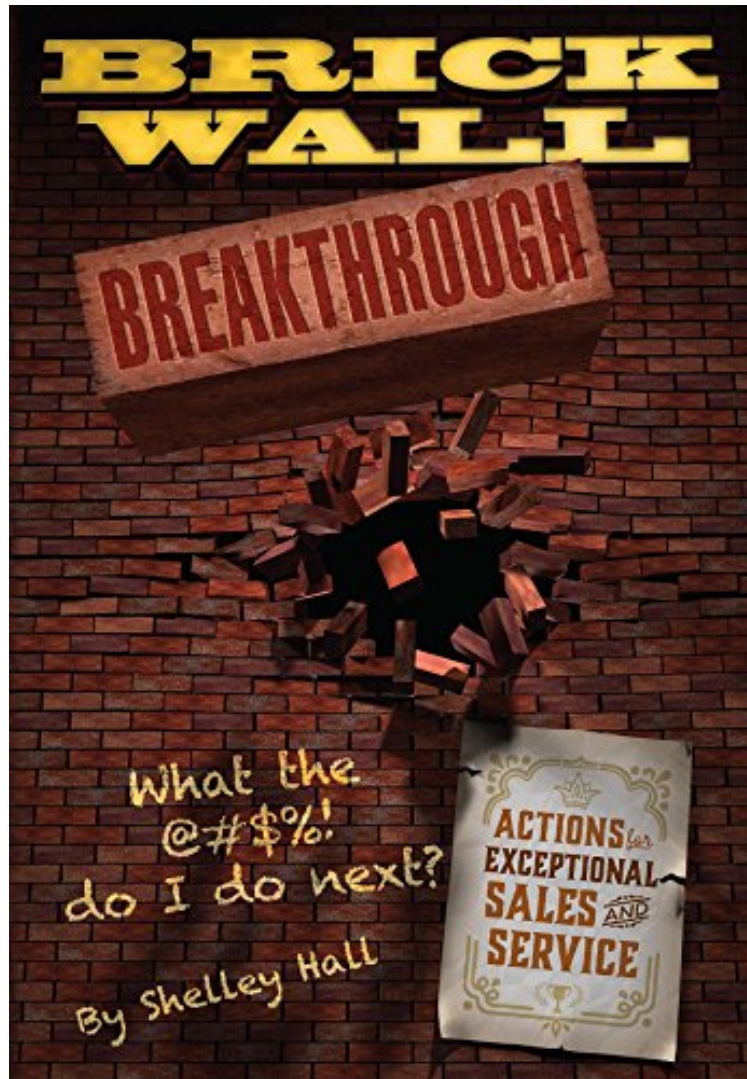


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Brick Wall Breakthrough. What The !@\$ Do I Do Next? : Actions for Exceptional Sales Service.

Shelley F Hall

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0 of 0 people found the following review helpful. The "Consummate Expert" Writes the "Consummate Book"By Ken Lizotte CMC, author of The Speaker's Edge (Maven House) and The Expert's Edge (McGraw-Hill)I have known and worked with author Shelley Hall for many years now and observed her to be the "Consummate Expert" in such areas

as sales, customer service, change management, process improvement and more. Fortunately for her many clients, this has resulted in a change for the better despite challenges from stagnating revenues and depressed sales. Shelley's work with them has always helped them break through such "brick walls" and drive customer sales numbers and profits forward and upward. Her process for making such miracles happen however has typically been shared and experienced mainly with her clients and perhaps a few colleagues ... until now! Her new book "Brick Wall Breakthrough" means that all of us can now partake of her knowledge, expertise, innovative solution-making and business wisdom. The "Consummate Expert" has written the "Consummate Book" ... so get a copy and get started. Your business's "stuck times" will soon become a thing of the past.

0 of 0 people found the following review helpful. Pragmatic, practical and useful

By Jeb Bates I liked this book because it offered practical, no-nonsense ideas and advice for the two vital parts of a successful business — sales and customer service. Clearly Shelley Hall has experienced the problems I'm facing as a business owner and has culled those solutions into direct, easy-to-access chunks. Rather than read the book straight through, I found myself jumping to the topics that were most on my mind at the moment. There is a "Fast Find" at the back of the book listed by topics so I can easily find chapters and pages that address what I need right now. This book is a great resource for everything sales and customer service. Bravo!

1 of 1 people found the following review helpful. If You Read One Business Book This Year...

By Ms. Pamela Conway As one of the owners of a small business where service is often the major differentiation between us and the competition, I found the ideas in Brick Wall Breakthrough invaluable. I've armed my team with tools from this book allowing them to better sell our value to customers and improve our reputation for understanding customer needs. The book itself was immensely readable: funny, direct, well organized. Shelley Hall's passion for and deep understanding of her topic shines through!

Written for business owners and managers, it is a how to guide to achieving exceptional sales and service. Organized around the fundamental drivers of growth- sales and service - those areas of excellence leaders need to master to survive and thrive. Presents ideas, tips and techniques in "action drivers" designed for immediate action.